

## IN THE CLAIMS

1. (Original) A method for a network-based facility, the method comprising:  
facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction;  
associating an identifier to the complaint;  
facilitating a resolution of the complaint associated with the identifier; and  
facilitating a claim for insurance if the complaint is not resolved.
2. (Original) The method of claim 1, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online auction transaction.
3. (Original) The method of claim 1, wherein the facilitating of the submission of the complaint includes:  
providing an interface for a user to input information for the complaint.
4. (Original) The method of claim 3, wherein the providing of the interface includes:  
providing an interface for a bidder or an interface for a seller selected by the user.
5. (Original) The method of claim 1, wherein the facilitating of the resolution includes:  
providing a status interface for a user to view a current status or provide comments related to the complaint associated with the identifier or an interface to report a status of the complaint associated with the identifier.

6. (Original) The method of claim 5, wherein the providing of the status interface includes:  
providing an interface for a user who is complained against to input comments related to the complaint associated with the identifier.

7. (Previously presented) The method of claim 1, wherein the facilitating of the claim for insurance includes:

providing an interface for a user to file an insurance claim if the complaint has not been resolved after a certain period of time.

8. (Original) The method of claim 1, wherein the facilitating of the resolution includes:  
providing an interface allowing a user who is complained against to respond to the complaint.

9. (Original) The method of claim 1, wherein the facilitating of the resolution includes:  
exchanging comments between a complaining user and a complained against user regarding the complaint associated with the identifier.

10. (Original) A network-based facility system, comprising:  
a database configured to maintain records of network-based transactions; and  
a processing unit configured to facilitate a submission of a complaint from a user, the complaint relating to a network-based transaction record maintained by the database, to associate an identifier to the complaint, to facilitate a resolution of the complaint associated with the identifier, and to facilitate a claim for insurance if the complaint is not resolved.

11. (Previously presented) The network-based facility system of claim 10, wherein the network-based transaction record is a network-based online transaction record.
12. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for a user to input information for the complaint.
13. (Original) The network-based facility system of claim 12, wherein the processing unit is further configured to provide an interface for a bidder or an interface for a seller selected by the user.
14. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide a status interface for a user to view a current status and provide comments related to the complaint associated with the identifier or an interface to report a status of the complaint associated with the identifier.
15. (Original) The network-based facility system of claim 14, wherein the processing unit is further configured to provide an interface for a user who is complained against to input comments related to the complaint associated with the identifier.
16. (Previously presented) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for a user to file an insurance claim if the complaint has not been resolved after a certain period of time.

17. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface allowing a user who is complained against to respond to the complaint.

18. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to facilitate exchange of comments between a complaining user and a complained against user regarding the complaint associated with the identifier.

19. (Original) A machine-readable medium that provides instructions, which when executed by a machine, cause said machine to perform operations comprising:

facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction;

associating an identifier to the complaint;

facilitating a resolution of the complaint associated with the identifier; and

facilitating a claim for insurance if the complaint is not resolved.

20. (Original) The machine-readable medium of claim 19, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online transaction.